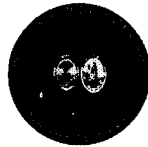


230084

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Email form to: contact@psc.sc.gov

\* Required Fields

## Letter of Protest

Print

Email

Date: \* May 20, 2011

in Docket \* 2011 - 47 - WS

## Protestant Information:

Name \* Nathan and Heather Wheeler  
Mailing Address \* 112 Maple Leaf Way  
City, State Zip \* Lexington, SC 29073 Phone \* 256-679-0496  
E-mail \_\_\_\_\_

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a water and sewer customer of Carolina Water Service, Incorporated in the Maple Grove subdivision in Lexington, SC. I am considered part of the "I-20" water system, am a "Water Distribution Only" customer, and a standard sewer customer.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

CWS's passthrough mechanism is an unfair and unreasonable way to pass charges on to us, the customer. We are essentially paying twice the cost for water. CWS does not routinely check our meter but charges us specific usage. How are they determining what we used if they aren't regularly checking the meter? Our billing cycle is more than three months behind leaving us no way to dispute charges in a timely manner. CWS is not concerned about the customer - they do not allow usage of fire hydrants in the neighborhood! The rates at which we pay for water are astronomically high compared to other water systems in the area.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***  
(This section should be completed.)

No

RECEIVED

PSC SC  
MAIL / DMS